

WHAT IS CLAIMED IS:

1. A knowledge management system, comprising:

a knowledge management service for providing services associated with items in the
5 system;

a repository for storing electronic versions of items in the system;

a device, responsive to a user request, for recording a requested item on a hardcopy
medium, wherein for each item requested to be recorded the device generates a cover sheet,
wherein the cover sheet comprises a hardcopy medium having human readable marks
10 identifying the requesting user, the item recorded and the knowledge management service
associated with the requested item;

wherein, responsive to the user request, the knowledge management service stores a
record of the user request with an electronic version of the requested item in the repository.

15 2. The knowledge management system of claim 1, wherein the device
comprises a printer.

3. The knowledge management system of claim 2, wherein the item comprises a
document having associated metadata, and wherein the device records the document's
20 metadata on the cover sheet.

4. The knowledge management system of claim 3, wherein the metadata
comprises document characteristics including author, date of creation, sources, document
format type.

25 5. The knowledge management system of claim 1, wherein the cover sheet
includes a region containing machine readable code for enabling the cover sheet to be used
as an input media to the system.

6. The knowledge management system of claim 5, wherein the cover sheet further includes a region for receiving machine readable, user imparted or modifiable marks.

7. The knowledge management system of claim 6, wherein the user imparted marks comprise user comments pertaining to the item.

8. The knowledge management system of claim 1, wherein the knowledge management service comprises a recommender service for storing ratings of items and for generating recommendations for new items based on recommendation criteria;

wherein, responsive to the user request, the recommendation service stores an implicit rating for the requested item, determines whether, based on the implicit rating and the recommendation criteria, to generate an item recommendation, and if the criteria for generating a recommendation is met, generates a recommendation of a new item; and

wherein, responsive to the recommendation service, the device records the recommendation of the new item on the cover sheet.

9. The knowledge management system of claim 8, further comprising a device for reading a hardcopy medium having machine readable and human readable marks thereon;

wherein, responsive to a cover sheet having machine readable and human readable marks having been read, the recommendation service determines whether an explicit rating of a recorded item has been read, and if so the recommendation service stores an explicit rating for the recorded item.

10. The knowledge management system of claim 1, wherein the device, responsive to the user request, stores an electronic representation of the recorded item in the repository.

11. The knowledge management system of claim 1, wherein the cover sheet further includes machine readable code identifying the recorded item in electronic form in the repository.

5 12. The knowledge management system of claim 1, wherein the device comprises a multi-function device for printing, scanning and copying items.

13. The knowledge management system of claim 8, wherein the recommender service further stores user profiles for use in generating recommendations.

10 14. A method for managing information, comprising:
providing a user request for recording an item on a hardcopy medium;
storing a record of the user request with an electronic version of the requested item in a repository for storing electronic versions of items;
15 associating a service with the requested item; and
generating a cover sheet comprising recording human readable marks identifying the requesting user, the item recorded and the knowledge management service associated with the requested item on a hardcopy medium.

20 15. The method of claim 14, wherein the item comprises a document having associated metadata, and further comprising recording the document's metadata on the cover sheet.

25 16. The method of claim 15, wherein the metadata comprises document characteristics including author, date of creation, sources, document format type.

17. The method of claim 14, wherein the cover sheet includes a region containing machine readable code for enabling the cover sheet to be used as an input media to the system.

18. The method of claim 17, wherein the cover sheet further includes a region for receiving machine readable, user imparted or modifiable marks.

19. A method for generating recommendations, comprising:
5 providing a user request for recording an item on a hardcopy medium;
storing an implicit rating of the requested item in a recommendation service for storing ratings of items and for generating recommendations for new items based on recommendation criteria;
determining whether, based on the implicit rating and recommendation criteria, to
10 generate an item recommendation;
if the criteria for generating a recommendation is met, generating a recommendation of a new item; and
generating a cover sheet, wherein the cover sheet comprises a hardcopy medium having human readable marks identifying the requesting user, the requested item and the
15 recommendation of the new item.

20. The method of claim 19, wherein the recommendation service further stores user profiles for use in generating recommendations.

21. The method of claim 20, further comprising the step of storing an electronic representation of the recorded item in a document repository.

22. A cover sheet for use in a knowledge management system including a recommendation service for storing ratings of items and for generating recommendations for
25 new items based on recommendation criteria and a device for recording items on a hardcopy medium, comprising:

a hardcopy medium having human readable marks recorded on the hardcopy medium by the device, the human readable marks including:

human readable marks identifying an initial user requesting an item to be
30 recorded on a hardcopy medium and the item recorded; and

human readable marks comprising a recommendation of a new item, wherein the recommendation service, responsive to the initial user request for recording an item on a hardcopy medium, stores an implicit rating for the requested item, determines whether, based on the implicit rating and the recommendation criteria, to generate an item recommendation, and if the criteria for generating a recommendation is met, generates a recommendation of the new item; and the hardcopy medium further having a region for receiving machine readable, user imparted or modifiable marks, wherein, responsive to the region having been read and user imparted marks having been found, the recommendation service determines whether an explicit rating of a recorded item has been read, and if so the recommendation service stores an explicit rating for the recorded item.

23. A cover sheet for use in a knowledge management system including a knowledge management service for providing services associated with items in a system, comprising:

a hardcopy medium having human readable marks recorded on the hardcopy medium by the device, the human readable marks including:

human readable marks identifying an initial user requesting an item to be recorded on a hardcopy medium and the item recorded; and

human readable marks comprising a knowledge management service associated with the requested item, wherein the knowledge management service, responsive to the initial user request for recording an item on a hardcopy medium, stores a record of the user request with an electronic version of the requested item in a repository;

the hardcopy medium further having a region containing machine readable code for enabling the cover sheet to be used as an input media to the system.